

Douglas A. Ducey, Governor
Evan G. Daniels, Director

PRESS RELEASE

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AZ DIFI Issues Cease and Desist Order to Amazon Home Warranty

Phoenix, AZ – After obtaining evidence of operating in Arizona as a service company without a permit, the Arizona Department of Insurance and Financial Institutions (DIFI) has issued a Cease and Desist Order regarding **Amazon Warranty Administrators of Arizona, LLC dba Amazon Home Warranty**. The order requires the company to cease from offering or issuing service contracts in Arizona without a permit. Amazon Home Warranty was properly permitted by DIFI in calendar years 2020 and 2021, but failed to respond to regulatory requests for information in 2022, as well as communications regarding its license renewal. Amazon Home Warranty let their permit expire which prohibits the entity from offering or issuing any service contracts in Arizona.

“Companies that do not take their legal obligations seriously will be held accountable,” said Director Evan Daniels. “Consumers must be able to expect that companies seeking their business are abiding by the requirements that exist to ensure what they are being offered is in fact what they are getting.”

The Cease and Desist Order against Amazon Warranty Administrators of Arizona, LLC dba Amazon Home Warranty can be found [22A-054-INS](#).

The Department recommends checking a company’s licensing record before engaging in any business transaction. Consumers can check a Department licensee’s record at [License Search | DIFI](#). If you believe you have been a victim of unlawful business activity in the financial services or insurance sectors, please contact the Department at (602) 771-2800 for the financial division, or (602) 364-3100 for the insurance division, respectively. Bilingual staff is available to assist. Consumers can also file complaints online at [File a Complaint Against an Insurance Entity | DIFI](#).

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